



SB-10058388-9756

SERVICE CAMPAIGN BULLETIN

Reference:

NTB15-069

Date:

August 13, 2015

VOLUNTARY SERVICE CAMPAIGN 2013-2014 SENTRA, 2012-2014 VERSA SEDAN, AND 2014 VERSA NOTE; CVT REPROGRAMMING

CAMPAIGN ID #: PM562

APPLIED VEHICLES: 2013 – 2014 Sentra (B17)
2012 – 2014 Versa Sedan (N17)
2014 Versa NOTE (E12)

Check Service COMM to confirm campaign eligibility.

INTRODUCTION

Nissan is conducting this voluntary service campaign to reprogram the Transmission Control Module (TCM) for the CVT transmission on certain specific 2013 – 2014 Sentra, 2012 – 2014 Versa Sedan, and 2014 Versa NOTE vehicles. This TCM reprogram will be performed at no charge for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number PM562 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Dealers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a dealer's inventory.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

SERVICE PROCEDURE

- Most instructions for reprogramming with CONSULT-III plus (C-III plus) are displayed on the CONSULT PC screen.
- If you are not familiar with the reprogramming procedure, **click here**. This will link you to the "CONSULT-III plus (C-III plus) Reprogramming" general procedure.

Preparation for Reprogramming

CAUTION:

- Connect the GR8 to the vehicle battery and set to Power Supply Mode. The vehicle battery voltage must stay between 12.0V and 15.5V during reprogramming, or the TCM may be damaged.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, the TCM may be damaged.
- Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the TCM may be damaged.
- Turn off all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth® signal waves are within range of the CONSULT PC during reprogramming, reprogramming may be interrupted and the TCM may be damaged.

1. **Connect the CONSULT PC** to the vehicle to begin the reprogramming procedure.
2. Start C-III plus.
3. Wait for the plus VI to be recognized.
 - The serial number will display when the plus VI is recognized.
4. Select **Re/programming, Configuration**.

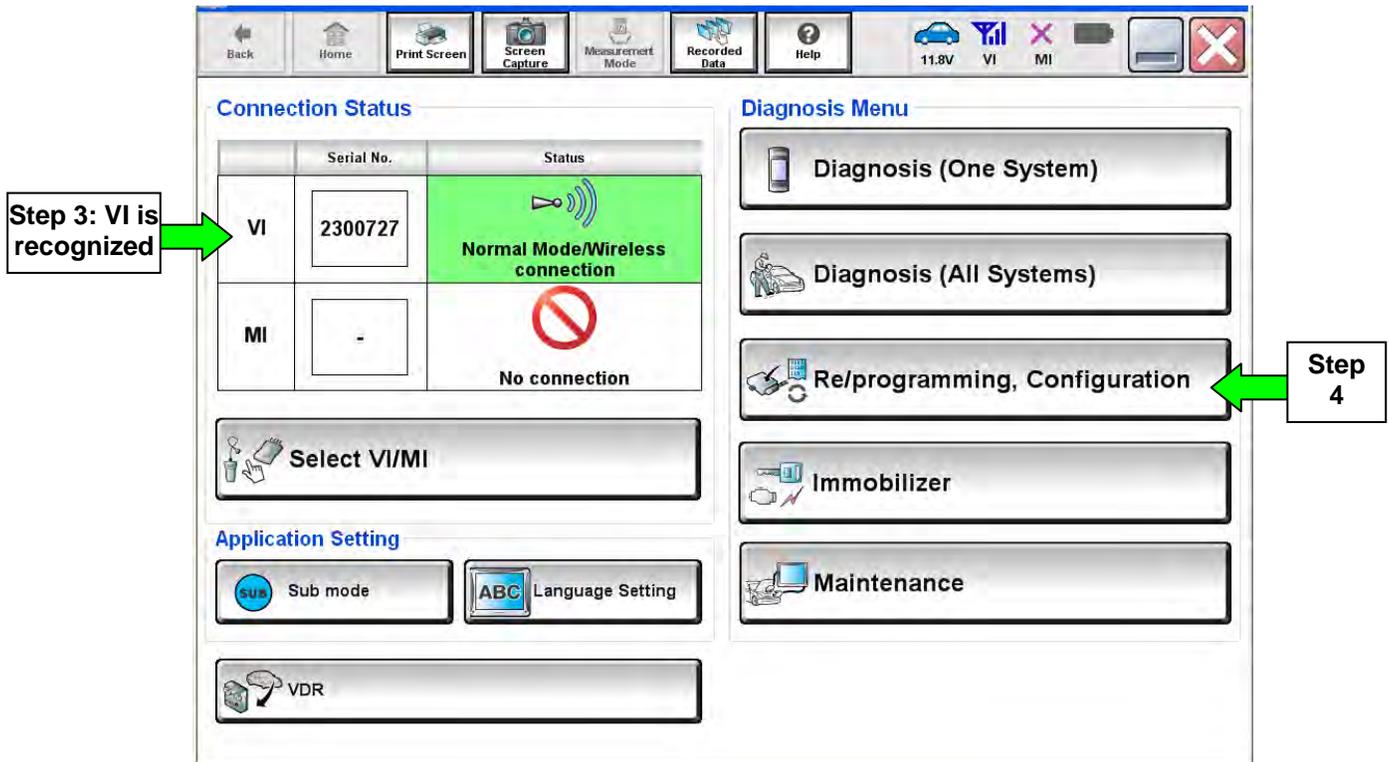


Figure 1

5. Follow the C-III plus on-screen instructions and navigate to the screen shown in Figure 2 on the **next page**.

6. When you get to the screen shown in Figure 2, confirm this bulletin applies as follows:

A. Find the TCM **Part Number** and write it on the repair order.

NOTE: This is the current TCM Part Number (P/N).

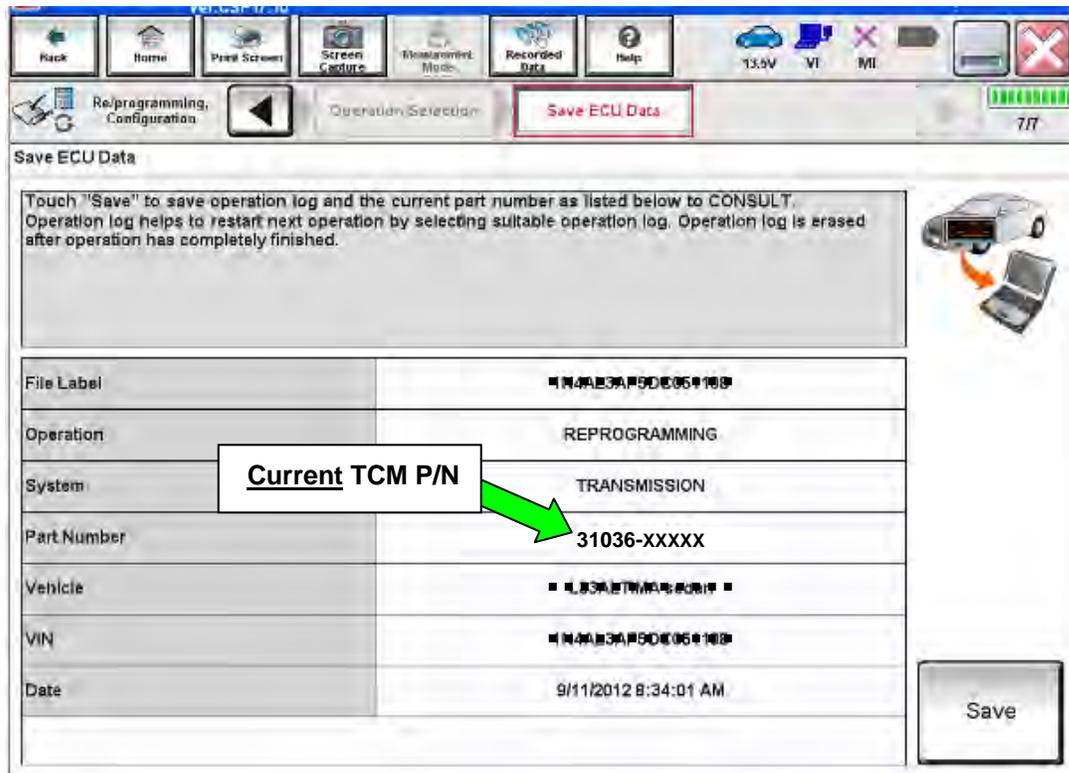


Figure 2

B. Compare the P/N you wrote down to the numbers in the **Current TCM Part Number** column in **Table A** below.

- If there is a match, this bulletin applies. Continue with the reprogramming procedure.
- If there is not a match, refer to the Claims Information and submit a claim using OP-CODE PM5624 (TCM Reprogram Not Needed).

Table A

Model	Current <u>TCM</u> Part Number: 31036 -
2013 - 2014 Sentra	3SR0A, 3SR0B, 3SR0C 3SG0A, 3SG0B, 3SG0C 9AM2A, 9AM2B, 9AM9E
2012-2014 Versa Sedan	3AA6A, 3AA6B, 3AA6C 9KB1B, 9KB1C, 9KB1D 3BE0A, 3BE0B
2014 Versa Note	3VB2A, 3VB2B, 3VB2C

7. Follow the on-screen instructions to navigate C-III plus and reprogram the ECM.

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
 - If more than one new P/N is available, the screen in Figure 3 displays.
 - If more than one new P/N is listed, select and use the reprogramming option (P/N) that says **“Use_with_only_NTB15-069”**.

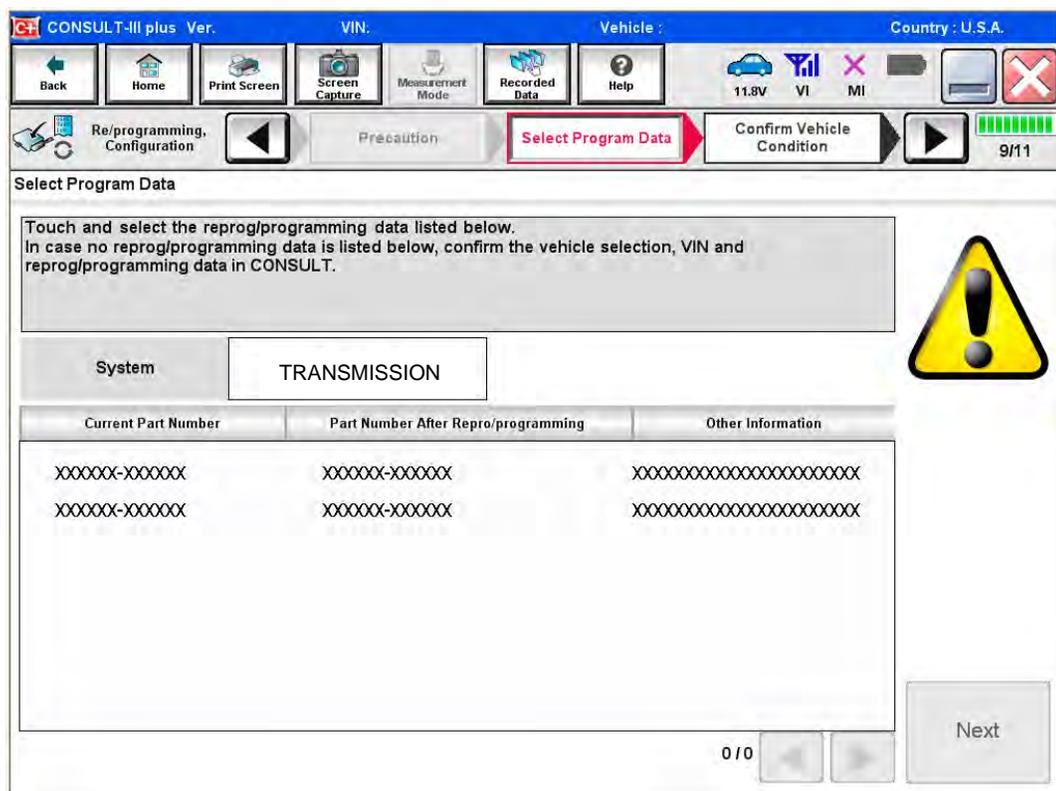


Figure 3

8. When the screen in Figure 4 displays, reprogramming is complete.

NOTE: If the screen in Figure 4 does not display (which means reprogramming did complete), refer to the information on the next page.

9. Disconnect the battery charger from the vehicle.

10. Select **Next**.

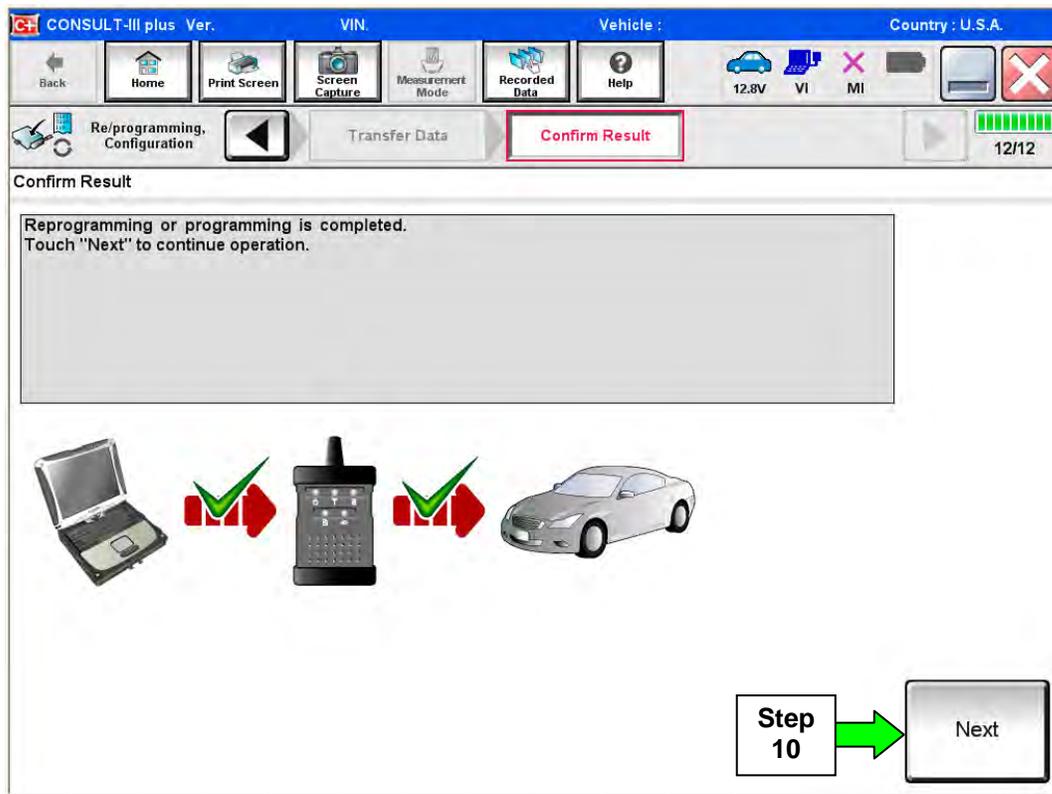


Figure 4

NOTE:

- In the next step (page 8), you will perform DTC erase.
- DTC erase is required before C-III plus will provide the final reprogramming confirmation report.

ECM recovery:

Do not disconnect plus VI or shut down C-III plus if reprogramming does not complete.

If reprogramming does not complete and the “!?” icon displays as shown in Figure 5:

- Check battery voltage (12.0–15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select retry and follow the on screen instructions.**
- “Retry” may not go through on first attempt and can be selected more than once.

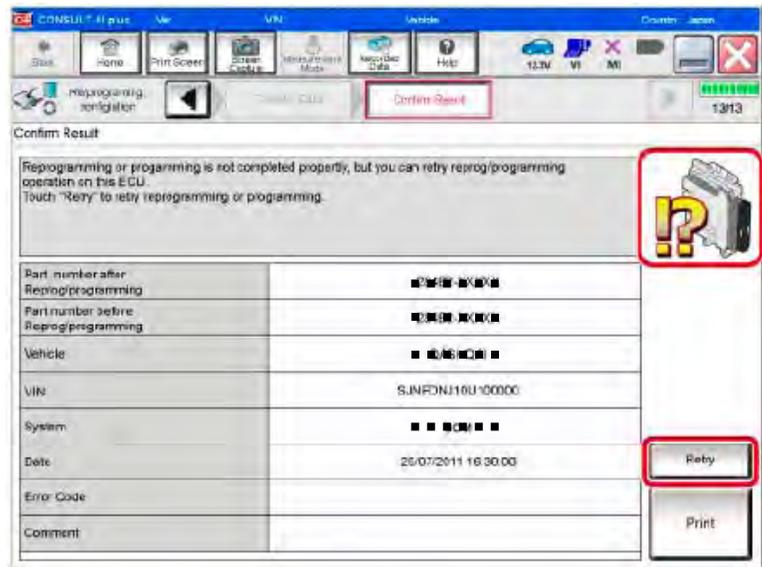


Figure 5

If reprogramming does not complete and the “X” icon displays as shown in Figure 6:

- Check battery voltage (12.0 – 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- **Select Home, and restart the reprogram procedure from the beginning.**

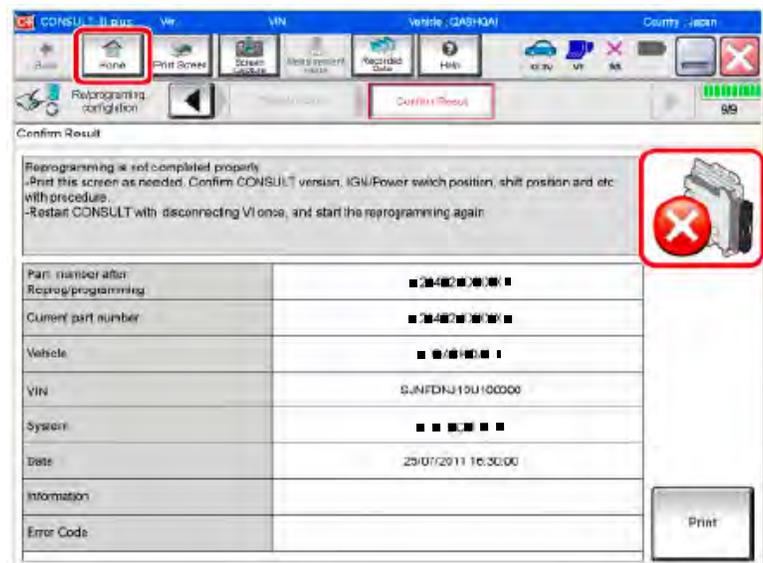


Figure 6

11. Follow the on-screen instructions to **Erase DTCs**.

12. When the entire reprogramming process is complete, the screen in Figure 7 will display.

13. Verify the before and after part numbers are different.

14. Print a copy of this screen (Figure 7) and attach it to the repair order for warranty documentation.

15. Select **Confirm**.

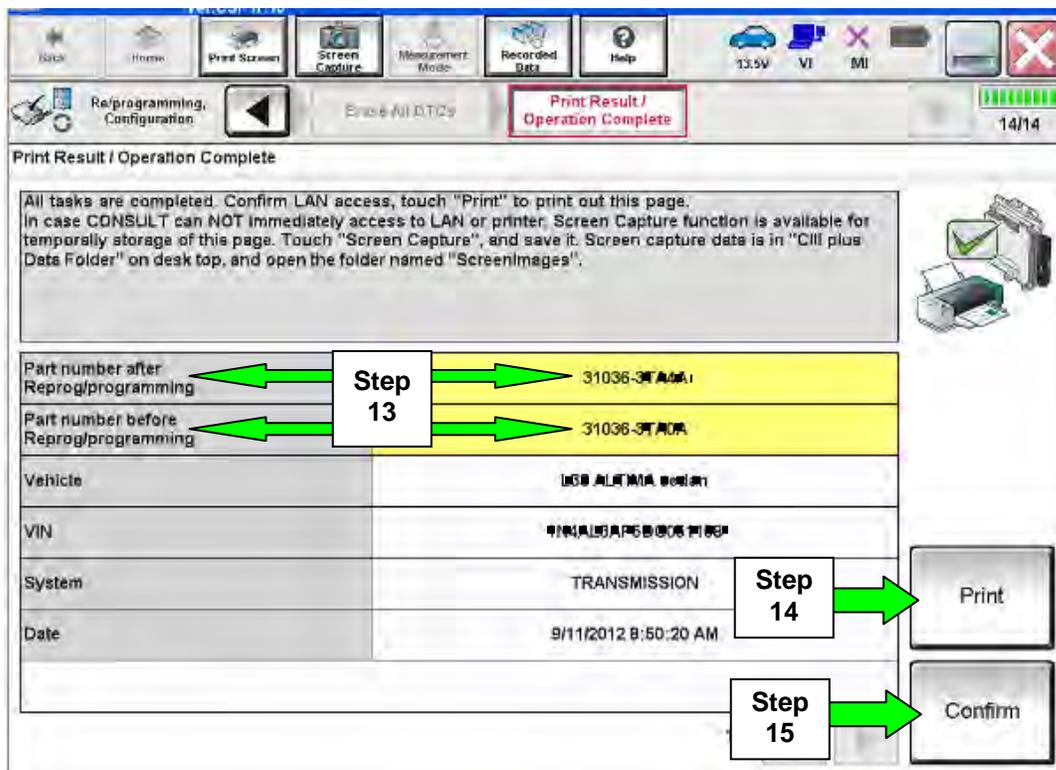


Figure 7

16. Close C-III plus.

17. Turn the ignition OFF.

18. Disconnect the plus VI from the vehicle.

CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

CAMPAIGN (CM) I.D. #	DESCRIPTION	OP CODE	FRT
PM562	TCM Reprogram	PM5620	0.6 hrs.

OR

CAMPAIGN (CM) I.D. #	DESCRIPTION	OP CODE	FRT
PM562	TCM Reprogram Not Needed	PM5624	0.3 hrs.

OWNER'S LETTER (example of typical owner's letter)

Dear Nissan Sentra Owner:

Nissan is committed to providing the highest levels of product safety, quality and customer satisfaction. With that in mind, we want to bring to your attention important information regarding a voluntary service campaign being conducted by Nissan to update the Continuously Variable Transmission (CVT) software in your vehicle.

REASON FOR SERVICE CAMPAIGN

On some potentially affected Sentra vehicles, the belt may slip when manually shifting from the L range to D range due to low hydraulic pressure. Belt slippage may result in noise, vibration, and poor acceleration. Left unrepaired, this condition may reduce the durability of the CVT. This is not a safety issue, and the vehicle still meets and/or exceeds all applicable safety standards.

WHAT NISSAN WILL DO

To assure your continued satisfaction and confidence in your vehicle, Nissan will update your vehicle's CVT software at an authorized Nissan dealer **at no charge to you for parts or labor**. The new software will increase hydraulic pressure while shifting to prevent CVT belt slip while manually shifting from the L to D range. The service could take up to 1 hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

WHAT YOU SHOULD DO

Nissan encourages you to contact an authorized Nissan dealer at your earliest convenience in order to arrange an appointment.

To minimize any inconvenience to you, it is important that you have an appointment before bringing your vehicle to the Nissan dealer for service. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer.

If you have additional questions you may contact the National Consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261).

Thank you for providing us an opportunity to ensure ongoing satisfaction with your Nissan vehicle.